

Role Description

Projects and Programs Officer

Cluster	Department of Regional NSW
Agency	Local Land Services
Classification/Grade/Band	Administrative & Clerical Stream LLS Grade 6
Role Family	Standard/Project & Programs/Delivery
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	March 2019 (updated July 2021)
Agency Website	http://www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

Primary purpose of the role

The role develops, manages and implements a range of projects to support and improve state-wide service delivery and meet LLS objectives.

Key accountabilities

- Develop and manage a suite of state-wide programs and projects to deliver and meet program and project objectives, budget and performance expectations
- Undertake research and analysis and gather information to support the development of state-wide programs and projects
- Deliver timely and accurate advice and support to program and project team members in the performance of tasks and implementation of project plans
- Create a range of related documentation to internal and external stakeholders including update reports, budgets, discussion papers and briefing notes
- Contribute to the development of program and project management methodologies, guidelines and processes across LLS
- Participate in or represent LLS at external working groups and committees as required
- Reach our customers (target markets) through the development, management and delivery of effective communication and engagement projects

- Work with Senior Management and staff to develop communication materials such as media releases, desktop publishing and digital content to promote LLS achievements, projects and activities

Key challenges

- Interpreting and applying relevant guidelines or policies and making appropriate determinations and recommendations to meet program and project timeframes and expectations.
- Participating in small teams to determine and deliver program and project deliverables, providing appropriate and detailed responses to external stakeholders and clients.
- Assisting in the management of complex and sensitive consultations, negotiations and arrangements with a wide range of internal and external stakeholders and customers

Key relationships

Who	Why
Internal	
Director, Manager or Business Partner (varies by business unit)	<ul style="list-style-type: none"> • Provide advice and consult on development and implementation of programs and projects and coordination of related activities. • Deliver reports and make recommendations on program and project planning and implementation
Staff and work teams	<ul style="list-style-type: none"> • Provide information and data for a range of programs and projects.
External	
Stakeholders, representatives of government and industry groups	<ul style="list-style-type: none"> • Research material and provide advice and support to ensure the development, implementation, management and reporting of programs and projects meet guidelines and budgetary requirements. • Build and maintain strong working relationships

Role dimensions

Decision making

The role works with the supervisor to determine and meet program and project deliverables and timeframes.

Reporting line

Director, Manager or Business Partner (varies by business unit)

Direct reports

Nil

Budget/Expenditure

Nil

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial


responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly 	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate